

Honorable Julius Genachowski, Chairman
Commissioner Michael J. Copps
Commissioner Robert M. McDowell
Commissioner Mignon Clyburn
Commissioner Meredith Attwell Baker
Federal Communications Commission
445 Twelfth Street SW
Washington, DC 20554

Re: CG Docket Nos. 03-123 and 10-51

Dear Chairman Genachowski and Commissioners Copps, McDowell, Clyburn, and Baker,

I am writing this letter from a few different perspectives. One is as a mom and family member of Deaf people. My son is hard of hearing and will someday use a video phone. I also have a Hard of Hearing Brother, and a Deaf brother. Second, I myself have a mild hearing loss that is progressive. Third, as a current employee of Video Relay Services.

When I first looked into video phones was for my family. I looked into the companies that are available and Sorenson Communications was the best company by far. They are friendly, professional and had excellent customer service. They would bend over backwards to help things get worked out. We could ask any questions and call with any problems and would get the help we needed. When we moved to where we live currently we found out that there was no affordable high speed internet. I Contacted the representative that we were talking with and they said that when we can get the internet hooked up to give them a call back. They would then come out and get everything all set up for us. We won't even have to start the process all over again.

Other companies didn't have the same customer service as Sorenson Communications did. They seemed bothered with the questions that we had. While doing the research on line and asking other Deaf people that we knew we found out that most people are unsatisfied with the other companies. Most of the people we asked about the VRS companies switched over to Sorenson Communications. You know how you can get a funny feeling in your stomach when you talk to someone, and something just doesn't seem right? That's the feeling myself and others have gotten when looking into other VRS companies.

I never thought that I would be working as a video phone interpreter. I didn't think it was something I would enjoy. I had always been a freelance interpreter. Nineteen months ago I had a baby that had a lot of health problems and I had to feed several times a day. I was having a hard time with doing that and working. I was contacted by a Sorenson Communications representative about possibly working there. Again I did some research and checking around on how the company treats their employees. They are awesome! They make sure that we are trained very well and can ask questions at anytime. They care about how their employees and customers are doing. I was surprised how they were so accepting of my situation they were. There was even a family restroom with chairs

nearby so I could feed. They do all then can to make sure that the employees and customers are taken care of and that's how they became so successful. They do the work when other companies don't.

Some of the concerns that I have about this proposal are as follows:

With the price reduction being so low, then the companies that worked so hard to provide the best service won't be able to make ends meet in this economy and therefore will have to close down and go bankrupt. Another option might be a multi-year VRS rate.

Two, this would leave a ton of people without jobs. VRS hires both Deaf and Hearing people. A lot of times it is harder for Deaf people to get a job because they are Deaf and the communication with hearing people is difficult. Having VRS companies up and running is the best way for them to communicate. Even the Deaf that don't work for a VRS company, they can now have the same access to phone interviews, doctors, etc. because of the video phones. The way of the past was to use the TTY/TDD and that was very difficult because people are often misunderstood as they don't have certified interpreters working for their agencies.

Three, Sorenson Communications does so much for the Deaf community. You will see people from Sorenson volunteering at things like kids summer camps. They give back to the community that they service and are much appreciated. They can do more together than what they can do alone.

Four, this would force many clients to choose between going without a video phone and putting up with unbelievably long holding times. Other companies do not have the ability to withstand such volume. It breaks down all the time and has poor vision quality. The Deaf will have to put up with bad customer service and ultimately become frustrated. Other companies won't be able to afford to still run. Due to all of these reasons the FCC would be destroying Deaf and Hard of Hearing individuals' Quality of life. The improvements that have been made in VRS bring the Deaf closer to the function equivalence that is federally mandated by Americans with Disabilities act. Competition is healthy and reconsidering the rate proposal will allow communication access to sky rocket.

Fifth, there would be an affect on more than just these companies. It would affect the cable companies as well. If the VRS gets cut and are forced into bankruptcy then Deaf people won't have VRS anymore and could drop cable service. Each VRS company has a lot of clients and if they all drop the cable that will be a huge impact and a lot of money lost to them as well.

My hope is that you would seriously reconsider this proposal. Making this adjustment does not make the playing field even. It rewards companies that are a detriment to themselves and punishes the companies that are working hard to provide the quality services that the Deaf community needs and deserves.

Please reconsider the proposed rate?!

Sincerely,

Concerned Citizen